

**EXTERNAL JOB RE-ADVERTISMENT**

**Posted Date:** 7<sup>th</sup> February 2022

**LOCATION:** Juba with travels to the States

**JOB TITLE:** Research & Learning Manager

**REPORTS TO:** Country Director and will have a technical ("dotted line") relationship to the Research and Learning Manager in London

**DURATION:** 12 months (with possible extension)  
Local Terms and Conditions

**SALARY:** Competitive within South Sudan NGO market rates

**BBC Media Action**

BBC Media Action believes in the power of media and communication to help reduce poverty and support people in understanding their rights. Our aim is to inform, connect and empower people around the world. We are passionate about people getting the information they need and in turn being able to communicate – to good effect – with those in power.

To achieve this, Media Action partners with civil society, local media and governments to:

- Produce creative programmes in multi-media formats, based on robust research, which inform and engage audiences around key development issues;
- Strengthen the media sector through building professional capacity and infrastructure.

BBC Media Action delivers a portfolio of media and communication for development projects in South Sudan. We seek to expand this portfolio of work, ensuring that existing projects are delivered on time, to budget, to the highest standards, and in accordance with BBC editorial values as well as Media Action best practice.

BBC Media Action has a working environment where we value and respect every individual's unique contribution, enabling all of our employees to thrive and achieve their full potential.

We want to attract the broadest range of talented people to be part of our organisation. The more diverse our workforce, the better able we are to respond to and reflect our audiences in all their diversity. We are committed to equality of opportunity and welcome applications from individuals, regardless of age, gender, ethnicity, disability, sexuality, social background, religion and/or belief

**Overall Purpose of Job**

The Research and Learning Manager will manage and mentor the Juba-based research team and be responsible for ensuring that the team plans research to support BBC Media Action



production teams' requirements, to report on impact to donors, and to support business development. The Research Manager will be responsible for ensuring the research is well designed technically, and is appropriately resourced, implemented, reported and disseminated to a range of audiences. holds day to day responsibility for research conducted to inform, monitor and evaluate BBC Media Action's behaviour change communication and media capacity building activities.

### **Main Duties**

The main duties of the Research and Learning Manager will include but not be limited to:

#### **Management and leadership**

- Deliver insights at the country level to enable better decisions in business development, development of new content and services.
- Manage project research budgets and be responsible for managing deliverables that match project budget, through planning and monitoring resource needs and products.
- Support and develop the research team, including coaching, mentoring and/or training to develop their research, management and technical skills, and providing quality oversight at the agreed level for each project.
- Manage and build capacity of the Research team including supporting personal development, motivation and technical support.
- Hold continuous development reviews with team to ensure support towards achievement of job and career goals.
- Represent Research and Learning Group and BBC Media Action in interactions with external and internal stakeholders, including producers and project managers, project partners, research firms, academic institutions, donors and NGOs, media, international and national NGO's and government counterparts. Disseminate BBC Media Action's research findings and investigate new funding opportunities with external and internal stakeholders.
- Engage proactively and collaboratively with non-research staff in the Juba office, including the Country Director, and creative, production and finance teams to support the development and use of research in the production of BBC Media Action's creative outputs.
- Work collaboratively and engage with the London Research team join and contribute regularly to global sessions.

#### **Designing Research:**

- Working with London Country Research Manager and London R&L counterparts to come up with research designs, including sampling strategies and research instruments.
- Lead or support the development of research and evaluation plans, research instruments and sampling design, commissioning of agencies for qualitative and quantitative research, qualitative and quantitative analysis and interpretation, reporting and dissemination of research and evaluation findings on time, to budget and to high quality.
- Organising research reviews with all the relevant teams/people in country and in London or other countries
- Planning for and managing the logistics of field research and the recruitment of research participants- maintaining detailed time plans and managing work loads of the team.





- Leading the research under a specific thematic area or coordinating capacity and quality assurance processes, among other strategic priorities.

### **Training and mentoring**

- **Liaising with research agencies/field teams conducting fieldwork:** Training and briefing of agency field workers and enumerators. Supervising the pretesting/piloting of research instruments, as needed. Monitoring and controlling the quality of fieldwork/data collection.
- **Conducting qualitative fieldwork:** Moderating focus group discussions and conducting in-depth interviews or key informant interviews.
- **Analysis and reporting:** Lead in the analysis of qualitative and quantitative data, preparation of reports and presentations of key findings to donors, consortium partners and internal stakeholders.
- **Communicating effectively** with all key project stakeholders and the production team to ensure that research findings feed into ongoing project design and production.
- **Business development:** Participate actively in business development, including contributing to proposals under supervision of the Research Manager, and representing the organisation in client meetings.
- **Travel** throughout South Sudan when necessary.
- Perform any other duties that may be assigned.

### **Safeguarding Responsibilities**

- Understand and comply with the Safeguarding policy and the staff Code of Conduct.
- Participate in relevant mandatory training on Safeguarding and Respect at Work.
- Report any Safeguarding concerns immediately, either to the Country Director, or using the Whistleblowing Policy.

### **Essential Knowledge, Skills and Experience**

- Strong qualitative and quantitative research knowledge, skills, and experience.
- Experience of managing fieldwork and appropriately adapting methods in challenging and resource-constrained conditions, while ensuring quality.
- Experience of designing and managing mixed methods research and evaluations in support of practical outcomes.
- Strong quantitative data analysis using SPSS or similar software, including multivariate and segmentation or clustering techniques.
- Strong qualitative data analysis skills
- Experience or demonstrated ability to develop innovative research and evaluation designs (i.e. Beyond impact surveys, FGDs, IDIs & panels).
- Experience of planning and coordinating research and analysis with multi-disciplinary teams.
- Project management skills, including planning, budget and resource management.
- Experience communicating and coordinating with a remote headquarters technical support
- Ability to manage staff with respect to technical research oversight, personal development and performance management.





- Ability to deliver research training and build research capacity both in person and remotely.
- Strong presentation skills and experience of adapting oral and written research outputs to present in non-technical language to diverse audiences from grassroots to senior levels, including NGO staff, non-researchers, academics and donors.
- Excellent interpersonal skills and the ability to engage appropriately with audiences, journalists, local researchers, contractors, senior project staff and donors.
- Be able to demonstrate resilience required to work and live in a challenging context
- Ability to deliver research findings on time, on budget and to a high standard in challenging operating environments or post conflict environments.
- Degree / national diploma in Research, Statistics, development studies, or other relevant field.
- Fluent in spoken and written English language and at least one local language.
- Willingness to learn new skills and take on new responsibilities.

#### **Desirable Knowledge, Skills and Experience**

- Experience with budget management and managing teams.
- Understanding of issues related to gender-based violence, sexual and reproductive health, peacebuilding, and/or girls' education, and experience conducting research on these topics.
- Experience commissioning or conducting research; and working with and managing contracted quantitative research firms.
- Experience using qualitative analysis software packages such as NVivo.
- Experience working with national and international organisations (NGO's, United Nations, media) in applying research findings to production of behaviour change outputs and strategies.
- Experience working with development organisations to apply research findings to develop health, governance, humanitarian response or resilience interventions.

#### **Key Competencies**

The following competencies (behaviours and characteristics) have been identified as key to success in the job. Successful candidates are expected to demonstrate these competencies:

- **Strategic Thinking** - Can identify a vision along with the plans that need to be implemented to meet the end goal. Evaluates situations, decisions, issues, etc. in the short, medium and longer-term;
- **Analytical Thinking** – Able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically. Able to identify causal relationships, and construct frameworks for problem-solving and/or development;
- **Decision Making** - Is ready and able to take the initiative, originate action and be responsible for the consequences of the decision made.
- **Imagination / Creative Thinking** - Is able to transform creative ideas/impulses into practical reality. Can look at existing situations and problems in novel ways and come up with creative solutions.
- **Planning and Organization** – Is able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritizes and plans activities taking into





account all the relevant issues and factors such as deadlines, staffing and resources requirements.

- **Resilience** – Can maintain personal effectiveness by managing own emotions in the face of pressure, setbacks or when dealing with provocative situations. Can demonstrate an approach to work that is characterized by commitment, motivation and energy.
- **Influencing and Persuading** – Ability to present sound and well-reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change;
- **Communication** – The ability to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.
- **Managing relationships** – Able to build and maintain effective working relationships with a range of people.

Familiarity with the BBC's Values and Editorial Policy is highly regarded.

*"The role may involve working with groups of vulnerable children and adults. For the successful candidate, mandatory training will be provided on BBC Media Action's safeguarding policy and staff code of conduct. A police background check may form part of the recruitment process. BBC Media Action operates a zero-tolerance policy concerning all forms of abuse and exploitation of vulnerable people."*

If you are interested, and you think you meet the requirements above, please send your **cover letter and up-to-date CV ONLY not more than 3 pages.** to [recruitment@ss.bbcmediaaction.org](mailto:recruitment@ss.bbcmediaaction.org).

**Research and Learning Manager as subject on your email.**

Deadline is on 25<sup>th</sup> February 5.00 pm South Sudan Local Time

**Female candidates are highly encouraged to apply.**

